

1. GENERAL CLIENT CONTRACT

This Agreement is made on between;

- (a) Bitrise Solutions, a registered digital agency based in Kenya, (service provider) and
- (b) of (Client).

Scope of Work:

Bitrise Solutions will deliver services as outlined in the mutually agreed project proposal.

Services may include, but are not limited to, website design & development, mobile applications, graphic design, marketing, SEO, and integrations.

Project Duration:

The estimated timeline for the project will be outlined in the proposal. Timely client feedback is essential to meeting deadlines.

Payment Terms:

A 50% deposit is required before work begins. The remaining balance is payable upon completion, prior to handover. Payments are accepted via the organizations accounts ONLY.

Client Responsibilities:

The client agrees to provide timely content, feedback and payments. Delays from the client may affect the project delivery timeline.

Intellectual Property:

Upon full payment, all deliverables become the property of the client. Bitrise Solutions retains the right to showcase completed work for portfolio use.

Termination:

Either party may terminate the contract with written notice. If the client terminates the project, they are responsible for all work completed up to that point. Deposits are **non-refundable**.

Dispute Resolution:

Disputes will be settled through mediation or arbitration under Kenyan law.

2. SERVICE LEVEL AGREEMENT (SLA)

This SLA governs the services provided to the client by Bitrise Solutions. It outlines expectations, availability, support and escalation procedures.

Scope:

This SLA covers website maintenance, software/app support, hosting, bug fixes and minor changes.

Availability:

Bitrise Solutions guarantees 98% uptime for hosted projects excluding scheduled maintenance and unforeseen outages.

Response Times:

Critical issues: Response within 3 hours

High-priority: 12 hours

Standard requests: 24-48 hours

Client Duties:

Clients must report issues via our official channels and cooperate in issue resolution.

Maintenance:

Routine maintenance may be scheduled after giving the client 48-24 hour notice.

Exclusions:

Third-party service issues, unauthorized client changes and force majeure events are not covered by this SLA.

Duration:

This SLA is valid for **one year** from the date of signing unless extended or renewed in writing.

3. NON-DISCLOSURE AGREEMENT (NDA)

This Agreement is made on between Bitrise Solutions and

Definition of Confidential Information:

This includes technical data, business processes, client data, documents and any information marked confidential or understood to be confidential.

Obligations:

Bitrise Solutions agrees not to disclose or use confidential information for any purpose outside the agreed services without written consent from the client.

Exclusions:

Publicly known information, previously known data or data required by law to be disclosed is exempt from this NDA.

Duration:

This NDA remains valid for 1 year following the completion of the contracted services.

Legal Recourse:

Breach of this agreement will lead to legal action and/or financial damages as per Kenyan law.

Signed by:

Client Name Signature

Phone No: ID No:.....

Bitrise Solutions Representative

Name: Position:

Phone No: ID No: Signature